

	19 Surveys received								
	<b>April, 2007</b>	Poor					Excellent		
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>N/A</b>	
1	Prompt Service			2		4	13		
2	Willingness to help you	1		1	1	3	11	1	
3	Accuracy			1	2	2	12	1	
4	Knowledge				2	4	11	1	
5	Courtesy	1			2	2	13		
6	Individualized attention	1			3	4	9	1	
	<b>Front Counter</b>								
7	Our telephones were answered promptly			2	1	2	8	2	
8	Our office hours are convenient			1	1	2	10	2	
	<b>Plan Exam</b>								
9	Phone calls were returned in timely manner	1			2	3	6	4	
10	Our forms are understandable			2	1	3	6	4	
11	Our correspondence is understandable		1	1	1	2	6	5	
	<b>Inspection</b>								
12	Our Inspectors are accessible		1		2	3	10	1	
13	Our inspection hours are convenient		1		1	3	11	1	
	<b>TOTALS</b>	<b>4</b>	<b>3</b>	<b>10</b>	<b>19</b>	<b>37</b>	<b>126</b>	<b>23</b>	<b>222</b>
	<b>Percentage</b>	<b>2%</b>	<b>1%</b>	<b>5%</b>	<b>9%</b>	<b>17%</b>	<b>57%</b>	<b>10%</b>	

## Department of Building Inspections Customer Survey Comments

### WHAT DID WE DO WELL?

The inspector was here on time which was very important, so the kitchen could feed the residents on time.

Came on time, as scheduled. Performed job quickly.

When on an inspection, do the outside work first, then come inside.

Your inspector Mike Kueffner was very helpful and competent. He made sure the contractor did their job correctly.

Helped.

Inspection, courteous, knowledgeable.

The whole process was smoother and everyone was very helpful. Zoning people also did a great job!!

Everything was very nice and easy to work with.

You're doing a good job.

We are so blessed to have people like you that are so concerned about our safety and well being. Don't ever stop the good work you do for the community.

Return phone calls and set inspection times.

All work was very satisfactory.

Prompt approval.

Show on time.

### **WHAT CAN WE DO BETTER?**

Don't track mud in house & scratch floor – footies were not worn. Be courteous & not rude. Making unreasonable requests. (have fully integrated fire system ok'd by local fire dept & made us wait on inspection.) (sic)

Card of notification too small, pink color not effective, lost in other mail to our house.

My initial telephone contacts with your office were difficult. After getting inspection numbers it was excellent.

Madeline was great, but other counter staff were not as helpful. There was too much inconsistency with information.

Telephone response and replies.

Communicate with IBI better.

Your inspectors "nit-pick" costing time and money to company trying to work with county and go by all the rules. (sic)

Cindy is always friendly and willing to help, others are not. Called four times – no call back.

Just keep doing what you are doing.